GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:77
ANSWERED ON:20.11.2000
TELEPHONE ADVISORY COMMITTEE
GIRDHARI LAL BHARGAV;NAMDEO HARBAJI DIWATHE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telephone Advisory Committee has been constituted in Rajasthan and Maharashtra;

(b) if so, the details thereof, district-wise;

(c) the norms laid down for constitution of the Committee; and

(d) if not, the reasons therefor and the time by which it is likely to be constituted?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): Yes Sir. All the Telephone Advisory Committees (TACs) in Rajasthan and Maharashtra have been constituted except Tonk TAC in Rajasthan as detailed in ANNEXURE-I.

(c) A copy of the existing rules is at ANNEXURE-II.

(d) The Telecom District of TONK has recently become eligible for formation of TAC for which recommendations from various quarters are still awaited.

ANNEXURE-I

Sl. No.	Name of TAC	Chairman of TAC	Normal strength of TAC	Members existing TAC	Tenure of
	MAHARASHTRA				
1.	MAHARASHTRA (CIRCLE)	CGM	65	85	28.02.2001
2.	Ahmednagar	GM	50	39	31.07.2002
3.	Akola	GM	50	27	31.07.2002
4.	Amravati	GM	50	66	28.02.2001
5.	Aurangabad	GM	50	42	31.03.2001
6.	Chandrapur	GM	50	21	31.07.2002
7	Dhule(Dhulia)	GM	50	04	31.07.2002
8.	Jalgaon	GM	50	01	31.07.2002
9.	Kalyan	GM	50	70	31.03.2001
10.	Kohlapur	GM	50	25	31.07.2002
11.	Nagpur	GM	50	87	31.03.2001
12.	Nanded	GM	50	27	31.03.2001

13. Nasik GM 50 58 31.07.2002
14. Panjim (Goa) GM 50 39 31.03.2001
15. Pune PGM 55 50 31.01.2001
16. Raigadh(Pen) GM 50 21 31.03.2001
17. Ratnagiri GM 50 12 31.03.2001
18. Sangli GM 50 31 31.03.2001
19. Satara GM 50 09 30.04.2002
20. Sholapur GM 50 60 31.07.2002
21. Bhandara TDM 40 27 31.07.2002
22. Buldana(Khamgaon) TDM 40 40 31.03.2001
23. Latur TDM 40 15 31.03.2001
24. Beed (Bhir) TDM 40 40 31.07.2002
25. PARBHANI TDM 40 29 31.03.2001
26. WARDHA TDM 40 36 31.03.2001
27. YEOTMAL TDM 40 63 31.03.2001
28. SINDHUDURG (KUDAL) TDM 40 19 30.04.2001
29. OSMANABAD TDM 40 13 30.04.2002
30. JALNA TDM 40 17 30.04.2002

Sl. No. | Name of TAC | Chairman of TAC | Normal strength of TAC | Members existing TAC | Tenure of TAC

RAJASTHAN

1. RAJASTHAN (CIRCLE) CGM 65 75 31.12.2000

2. Ajmer GM 50 38 31.03.2001

3. Alwar GM 50 44 31.03.2001

4. Bhilwara GM 50 23 31.03.2001

5. Bikaner GM 50 28 31.03.2001
6. Jaipur PGM 55 58 31.12.2000

7 Jhunjhun GM 50 30 31.12.2000

8. Jodhpur GM 50 66 31.12.2000

9. Bharatpur TDM 40 35 31.12.2000
10. Banswara TDM 40 25 31.12.2000
11. Kota GM 50 41 31.03.2001
12. Nagaur GM 40 23 31.12.2000
13. Pali GM 50 14 31.03.2001
14. Sikar GM 50 27 31.03.2001
15. Sirohi(Abu Road) GM 50 17 31.12.2000
16. SRIGANGANAGAR GM 50 27 31.12.2000
17. Udaipur GM 50 31 31.12.2000
18. SWAIMADHOPUR TDM 40 48 31.03.2001
19. Churu TDM 40 34 31.12.2000
20. Chittorgarh TDM 40 28 31.12.2000
21. BARMER TDM 40 18 31.12.2000
22. TONK TDM 40

1. INTRODUCTION

Advisory Committees are established for each Telecom Circle/SSA`sheaded by JAGofficer and Union Territory. These include Members representing various user interests outside the Department of Telecommunications. It has been decided that these Committees will, inter alia, monitor the performance of telecommunication services and advise the Department for their improvement. The guidelines in succeeding paragraphs indicate the manner of formation and functioning of these Committees. The guide lines would come into force with immediate effect.

In all 284 (Twhundred eighty four) such Committees cover the entire elecommunication system in the country at present. As soon as a new Telephone District or an SSA headed by a JAG officer is created, a TAC wouldbe constituted. Further, for Administrative reason, there may be constituted more than one Area TAC`s in Major/Metro Districts. Similarly, if required, Telecom Circles also can have more than one Zonal TAC`s in lieu of/addition to the Circle TAC.

A member of the Committee should normally be residing in the geographical urisdiction of the Telephone District in case of a Telephone Advisory Committee, or in the concerned Circle/Union Territory in case of Circle Telecommunication Advisory Committee. However, there is no bar for any member residing outside the SSA/Circle of whose TAC he is a member, but he cannot discuss any point not pertaining to the particular TAC.

2. SIZE OF ADVISORY COMMITTEES

The Annexure gives the category-wise general composition of the Advisory Committees. The number of members in any category in any TAC can be increased upto 25% in toto at the discretion of the Government and this increased limit shall not be exceeded except under exceptional circumstances.

In addition, there will be two official members in each TAC who will function as Chairman and Secretary of the Committee. In the case of Telephone Districts, the Head of the Telephone District will function as the Chairman and the Assistant General Manager(c) or an equivalent officer as the Secretary of the Telephone Advisory Committee. In the case of Metro/Major Telephone districts, the Head of the Telephone District will function as the Chairman and Deputy General Manager(c) as Secretary of the Telephone Advisory Committee. In the case of Circlelevel TACs, the Chief General Manager Telecommunications will function as the Chairman and an officer of ITS Group`A` as the Secretary.

3. PROCEDURE FOR CONSTITUTION

The method of formation of Telephone/Telecommunication Advisory Committee will be as under:-

a) The Chief General Manager will recommend to the Telecommunications Directorate suitable names representing the various interests. The Chief General Manager may consult the Civic Body or any association representing Press, Trade and Commerce, Industry, Medical Profession etc.
b) Recommendations/nominations may be obtained by the Chief General anager from the State Government/Union Territory and Presiding Officers of the State Legislatures to represent the State Government/Union Territory and the State Legislatures and be forwarded to the Directorate.
c) Nominations for Members of Parliament also will be obtained by the Chief General Managers as per guidelines indicated in D.O. No. 14-49/96-PHP dated 21.03.1997 from Sr. DDG(CS). The MP may himself/herself be represented on the main Committees i.e. Circle TACs unless the MP does not want to be there in person.
d) Nominations to the TACs will be made by the Government after considering the recommendations thus received from the Chief General Managers alongwith the other names received directly in the Directorate and by the Minister(Communications). While considering recommendation from Hon`ble MPs it shall be ensured that the member recommended belongs to the Constituency/State of the MP concerned.
The tenure of a TAC shall normally be two years from the day when the first member is nominated. Meetings of the Committee will be held at least once in a quarter, irrespective of the fact whether new connections are to be released or not. Meeting dates should be fixed, as far as practicable, when the Parliament is not in session.

4. FUNCTIONS

The functions of the Advisory Committees are:-

a) Monitoring the performance of Telecommunication services and advising the Department for their improvement;

b) Bringing the telephone using public and the Department of Telecommunications into closer relatioinship;

c) Giving the public confidence that their grievances are being properly represented as well as attended to;

d) Giving publicity to the action being taken by the Department for improving and eveloping the telephone service;

e) Assisting the Department in handling the shortages in telephone equipment and lines by invoking co-operation and patience from public; and

f) Assisting the Department in deciding out-of-turn connections as provided in the rules on a fair and equitable basis by joint assessment of the comparative merits of various applicants in the waiting list under the `OYT` and `Non-OYT Special` categories.

5. NEED FOR FURTHER INVOLVEMENT OF MEMBERS

With the expansion of Telecommunication network in the country and the problems faced by the Department in fulfilling the increasing expectations of the public, there is need for greater understanding between the Department and its subscribers. Members of the Advisory Committees can play a very useful role in educating the public about the constraints of the Department in giving a still better service to the public. To enable Members of the Advisory Committees to get first hand information and detailed knowledge of various procedures, checks and counter-checks being exercised by the Department of Telecommunications, they may be actively associated with the following activities if they so desire:-

i) Investigation of service complaints of telephones going out of order for long durations;
ii) Complaints of delayed provision of telephones accessories etc;
iii) Maintenance of in-door and out-door plant;
iv) General complaints e.g. non-receipt of bills, excess billing (but not individual cases);
v) Co.ordination for building plans, cable laying works etc. with local authorities.

6. FORMATION OF SUB-COMMITTEES

To achieve the above objectives, it has been decided that where Members are willing, sub-committees for the jurisdiction of each Area Manager (including Long Distance and Telex areas) in the Telephone Districts and that of Area Director Telecom, in Telecommunication Circles may be formed. A Sub-Committee may generally consist of 2 or 3 Members of the Advisory committee and the concerned Divisional Engineer and /or the Area Manager in the Telephone District and the concerned Divisional Engineer Telephones/Telegraphs and/or the Director Telecom in the Telecommunication Circles. TAC Members mayvolunteer to serve on these committees.

The Sub-Committee may take up a few specific cases of complaints of the type mentioned in para 5 above, where asubscriber has a grievance or a complaint to make and where a TAC Member of the Sub-committee feels that there is scope for i improvement in the method of working of the concerned exchange/office. After a detailed study, the Sub-committee could give their views and recommendations.

The Head of the Telecom Circle/Telephone District will take necessary action on the recommendations of the Committee, if this is within his jurisdiction. In case recommendations/modifications are required to be referred to the Directorate, the same will be sent to the Directorate with the recommendations of the Chief General Manager after discussion in the TAC meeting.

The recommendations/suggestions will be of recommendatory nature and would not absolve the Departmental officers of their responsibilities, nor will it take away their authority to decide the cases on merits.

7. You are, therefore, requested to take action so that the Sub-Committees as mentioned in paras 5 & 6 above may be formed in your Circle/Telephone District where the Advisory Committee is generally in agreement with this line of action.

8. DISQUALIFICATION OF TAC MEMBERS

The membership of a TAC member shall be deemed to have been cancelled who does not attend three consecutive TAC meetings of the Committee of which he is a member. Further, the membership is also liable to be cancelled on the report of the Chairman of the TAC on misbehaviour/unsocial or antisocial activities etc. on the part of the TAC member.

9. GENERAL

The Advisory Committees are expected to provide the vital link between the Department and the users. It would give the public the confidence that their grievances are being properly represented and attended to, besides giving publicity and developing the Telecommunication services.

10. These guidelines shall come into force with immediate effect and supersedes all earlier orders on the points covered by these guidelines.

ANNEXURE

TELECOM/TELEPHONE ADVISORY COMMITTEES - COMPOSITION & INTEREST REPRESENTED

TELEPHONE/TELECOM ADVISORY COMMITTEES (TAC)

COMPOSITIONS OF CATEGORIES IN A TAC	FOR MUMBAI CALCUTTA, DELHI(MAIN) AND MADRAS AND ZONAL	FOR DELHI SOUTH,NORTH WEST,EAST & CENTRAL IN SAG GRADE	HEADED BY CGMs ABOVE SAG GRADE	HEADED BY PGMs WITH CGMs	HEADED BY GMs AND CIRCLES	HEADED BY TDMs/DIRs
1. STATE ADMINISTRATION	1	1	1	1	1	1

2. STATE LEGISLATURE	2	1	2	1	1	1
3. CORPORATION OR CIVIC BODY	2	1	2	1	1	1
4. MEMBER OF PARLIAMENT	ALL THE MPs, BOTH FROM LOK SABHA AND RAJYA SABHA SHALL BE MEMBER OF ONE OR THE OTHER TAC AS PER LETTE R NO 14-49/96-PHP DATED 21.03.1997					
5. PRESS	3	2	3	2	2	1
6. MEDICAL PROFESSION	2	1	2	2	1	1
7 LEGAL PROFESSION	2	1	2	2	1	1
8. ALL OTHER PROFESSIONS LIKE ENGINEERS, ARCHITECTS ETC.	4	2	4	3	2	2
9. TRADE, COMMERCE & INDUSTRY	12	8	12	8	8	5
10. PUBLIC WORKERS AND OTHERS	12	12	12	10	12	7
11. OTHERS (UNSPECIFIED CATEGORY)	10	6	10	10	6	5
TOTAL +	50	35	50	40	35	25

+ EXCLUDING THE NUMBER OF MPs